



Open Government for greater transparency, participation and citizen-engagement in the Arab Region

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What is Open Government ?

- Open government is defined by its **effectiveness and efficiency**,
- Its activities are **transparent** and **accountable**,
- Such a government **values citizen participation, experience, and knowledge** when making decisions.
- Use new technologies for service delivery and decision making.

All citizens have a **right to know** how institutions are making decisions, who participates in preparing them, who receives funding and what information is produced or underlies the preparation and adoption of legal acts.

Open Government Principals

- **Openness & Transparency**
Government accountability
Public has information about what government is doing
- **Collaboration**
Improve government effectiveness
- **Engagement**
Public can contribute ideas and expertise
Government can make more informed policies

Government should not be perceived only as provider but also now as convener and enabler.

Technology facilitates open government

1. Greater transparency, openness and inclusiveness of government processes

ICT Infrastructure and tools, Web, Mobile, Internet Access in urban and rural areas, **e-Government services, Open Data**

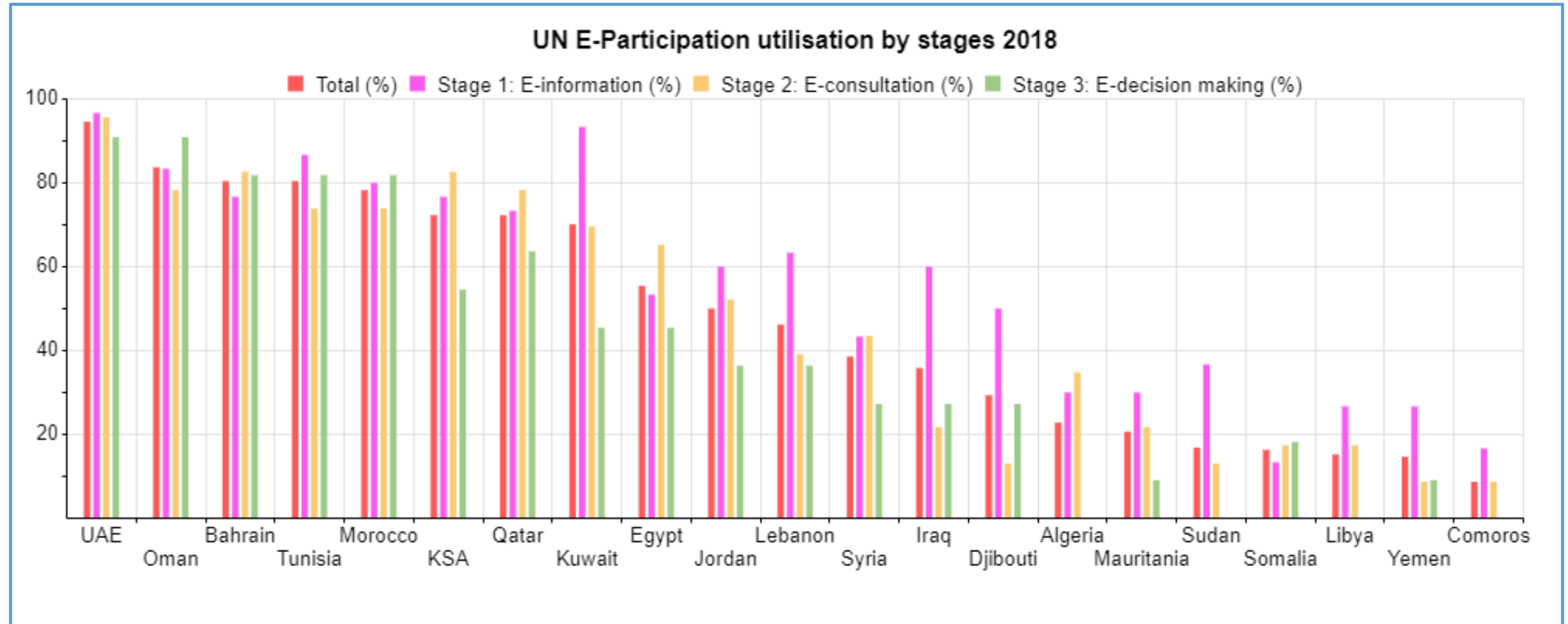
- 2- Encourage participation in public service design and delivery

Social Media, Blog, text and email exchange, teleconference, webcasting, expression, mobile application development

- 3- Collaboration and engagement

Collaborative tools and mechanisms, all ICT tools, new technologies

UNDESA E-Participation index in the Arab countries



E-Participation Framework is comprised of the following three stages:

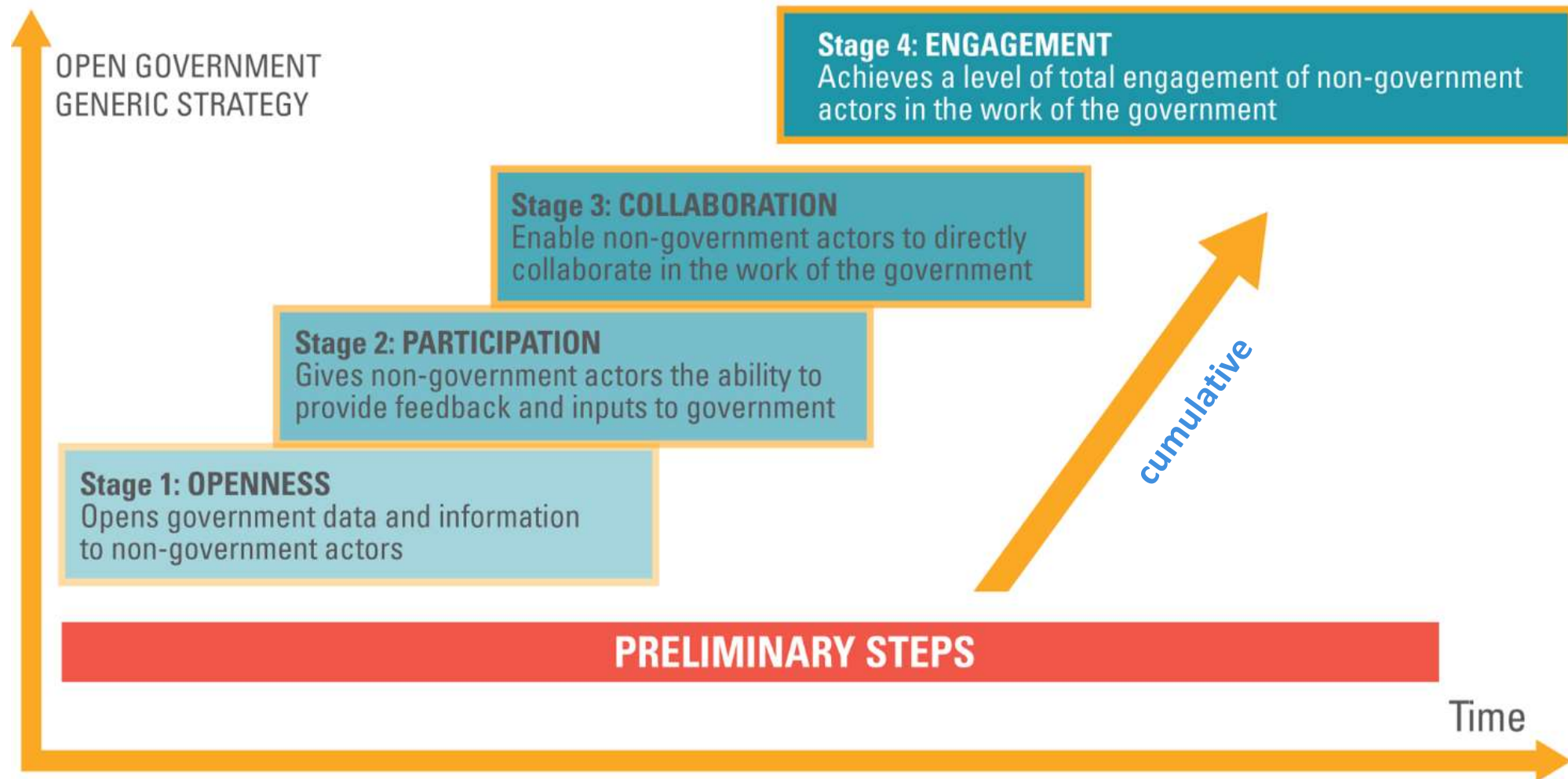
Stage 1 - E-information: availability of online information

Stage 2 - E-consultation: online public consultations

Stage 3 - E-decision-making: directly involving citizens in decision processes

ESCWA Open Government Framework

Four phases of open government



ESCWA generic open government framework

Four phases of open government

<u>Phase</u>	<u>Method</u>	<u>Goal</u>	 cumulative
1. Openness for Transparency	➤ Government Organization	✓ Accountability	
2. Participation	➤ Feedback loops	✓ Responsive	
3. Collaboration	➤ Co-creation	✓ Inclusive	
4. Engagement	➤ Shared responsibility	✓ Effective	

Phase 1: Openness strategy

- One-way flow of information from government to non-government actors
- Government is active, other non-government actors tend to be passive
- Transparency by default, with legally defined exceptions
- Public can hold government to account on policies and performance



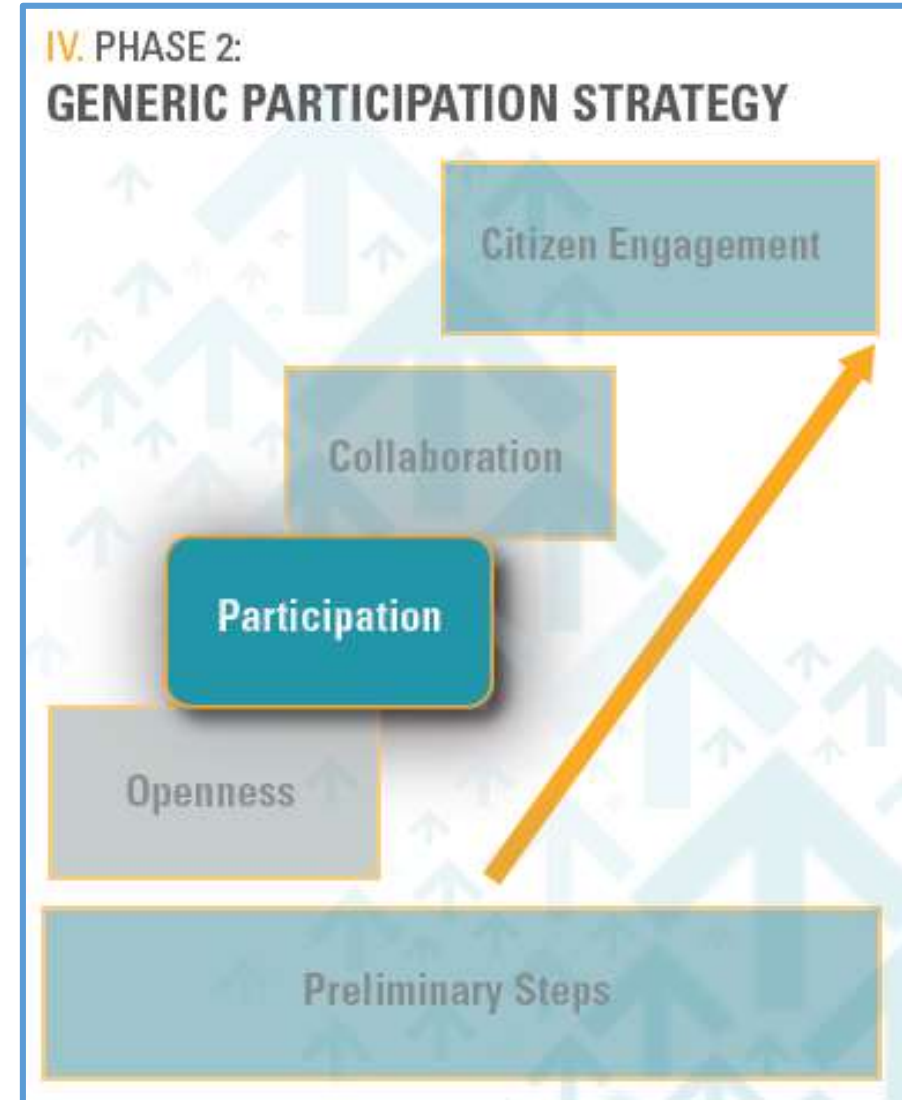
Phase 1: Openness strategy

Focus on **open data**, its dissemination and quality.

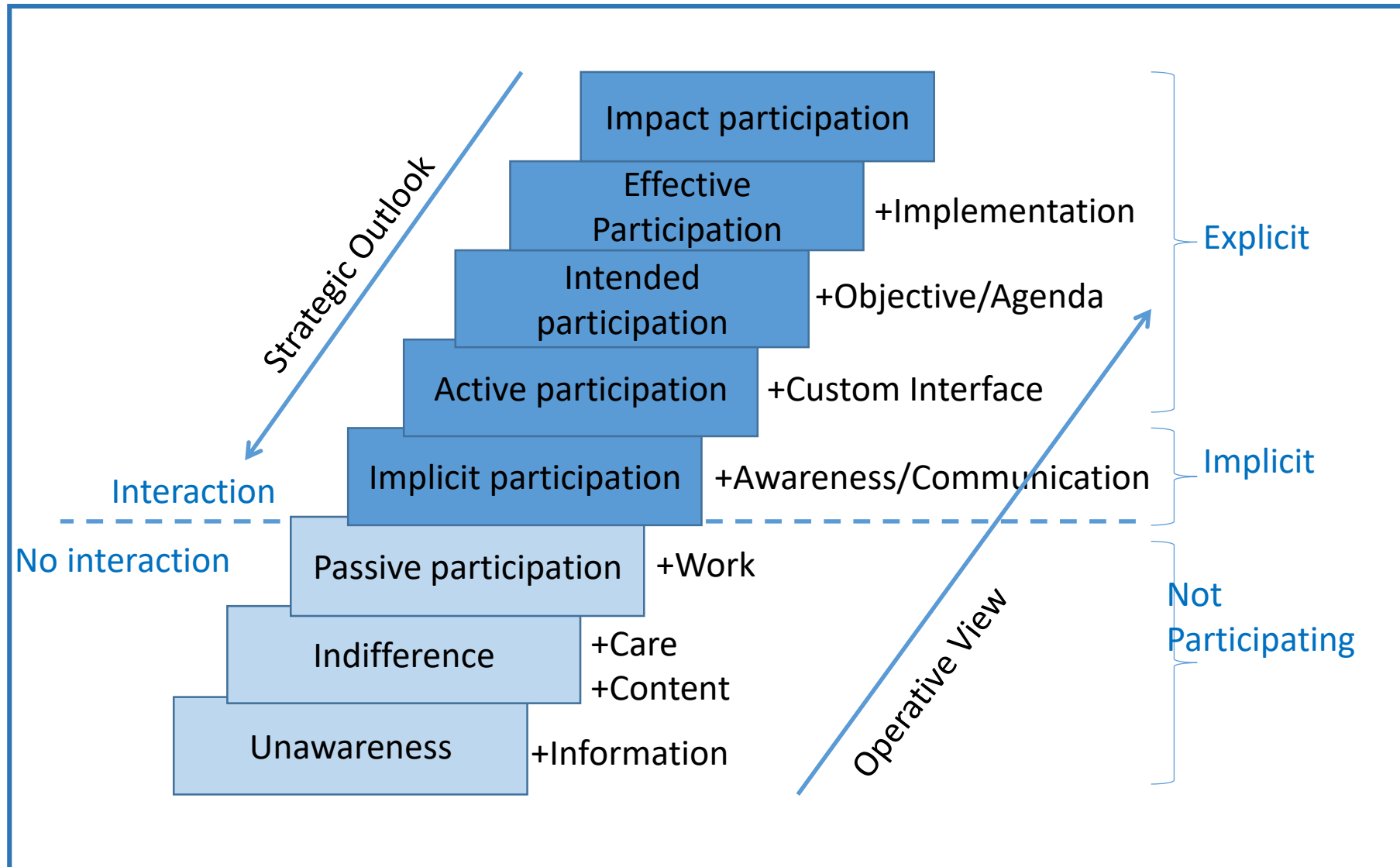
- Open government data refers to **all data** placed by government **authorities in the hands of the public via a portal or a website** or upon the request of one or more interested parties.
- Development of open data policy
- **Training** for government officials on open data.
- **Raise public awareness** about the importance of openness and the accountability of governments.
- **Re-use of data** for developing new services
- Cultural change in the government

Phase 2: Participation strategy

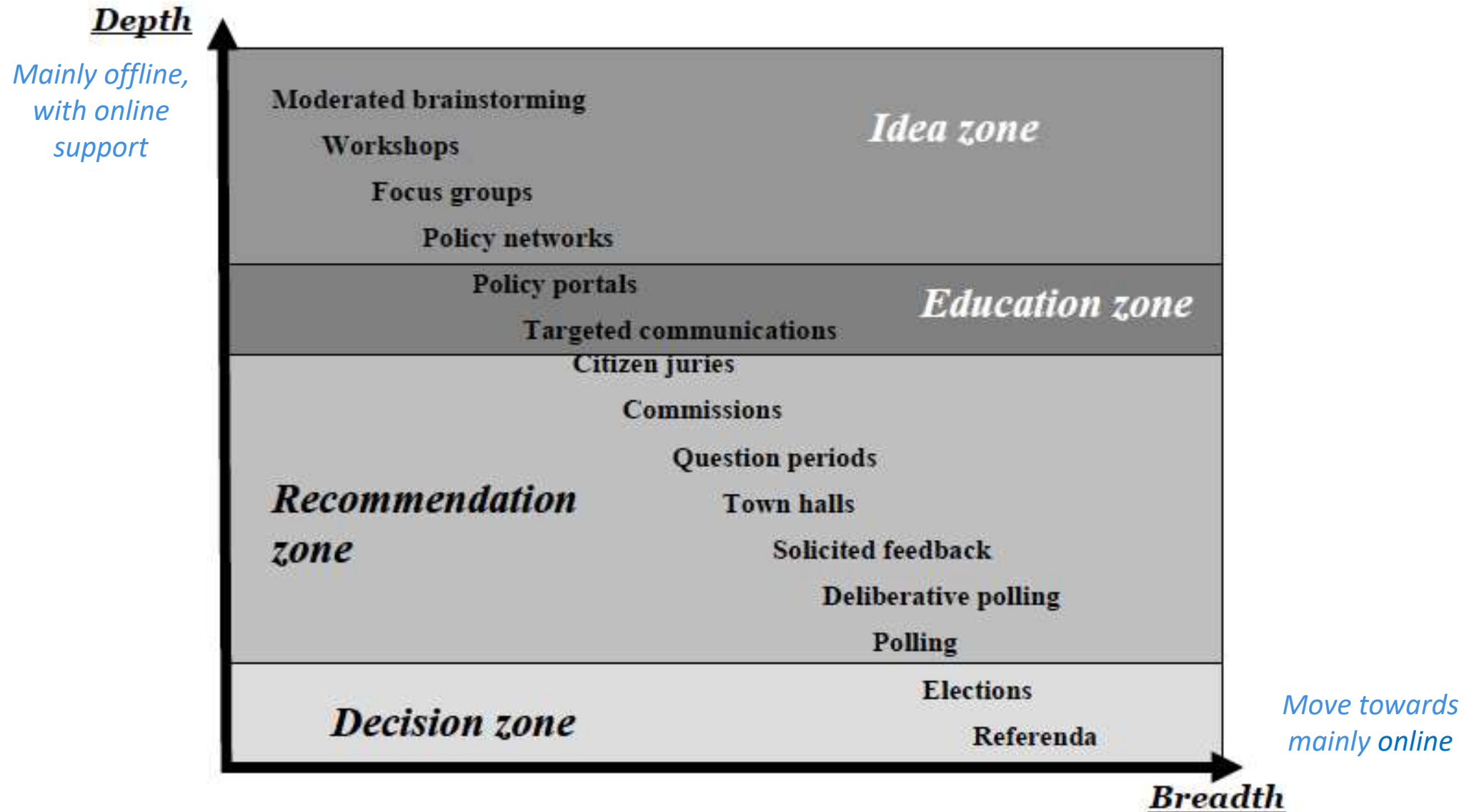
- **Two-way** exchange of information, knowledge and opinions
- Government becomes **active and re-active**, other non-government actors are re-active
- Participatory by default, with legally defined exceptions
- Public **contribute ideas and expertise**
- Government **determines the agenda and retains the leading role**



Use of Social Media



Aligning purposes with types of participation, collaboration or engagement

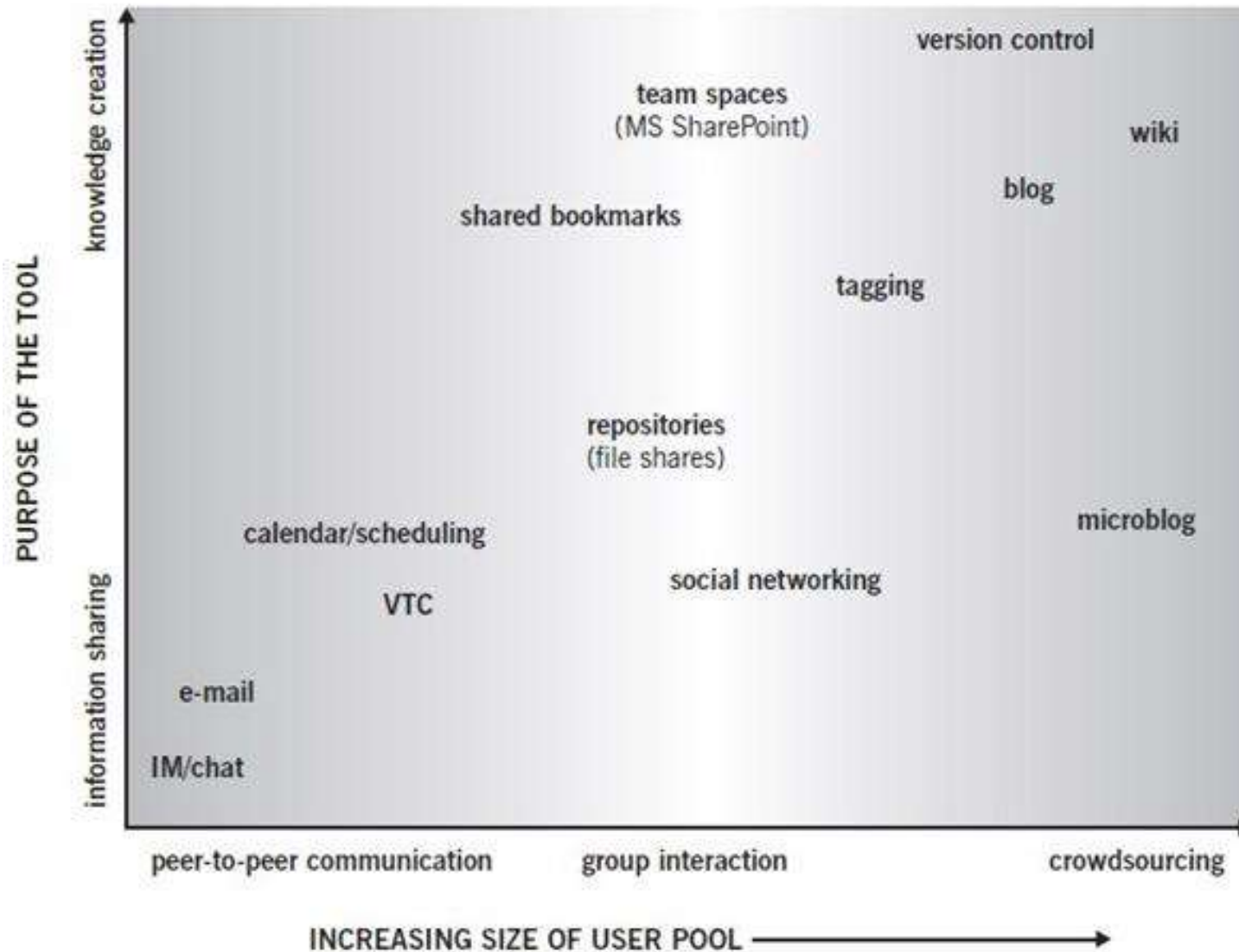


Phase 3: Collaboration strategy

- **Two-way** exchange of information, knowledge and opinions
- Government and non-government actors become both **active and re-active**
- Non-government actors can **have significant say in both agenda and content** but with government's overall policy framework
- Collaborative by default, with legally defined exceptions

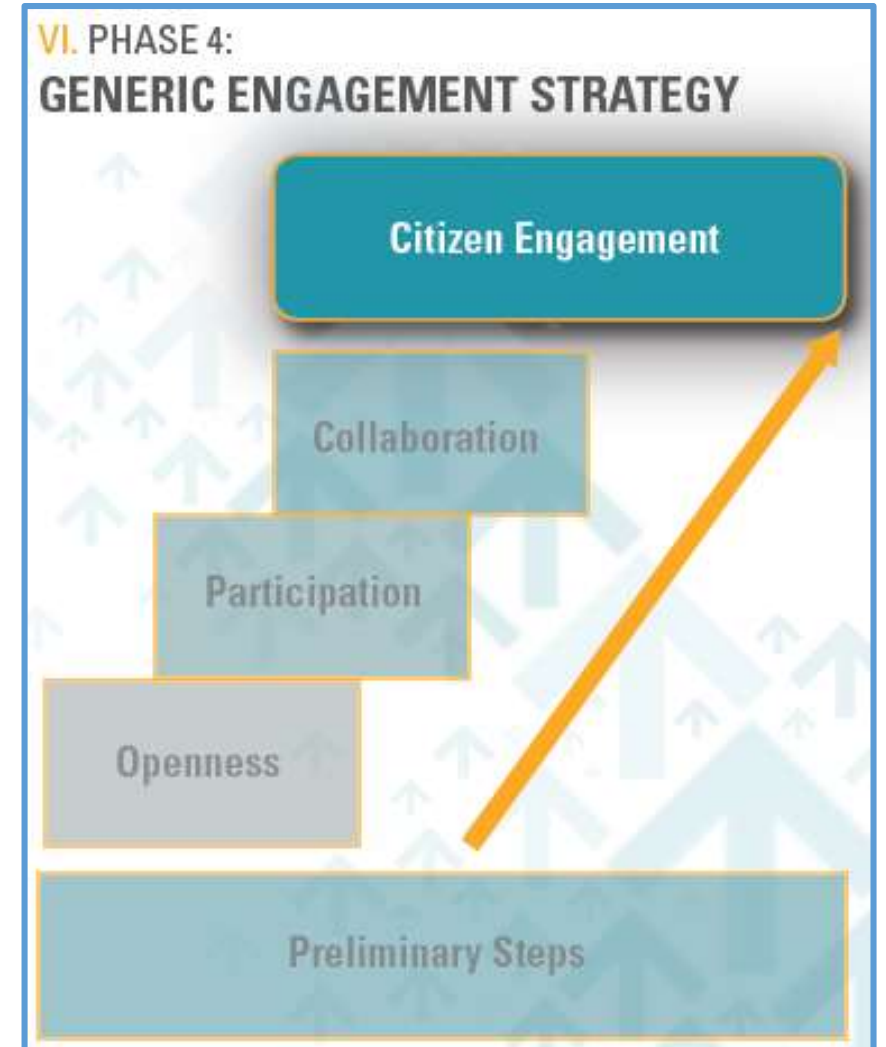


Classification of collaboration tools



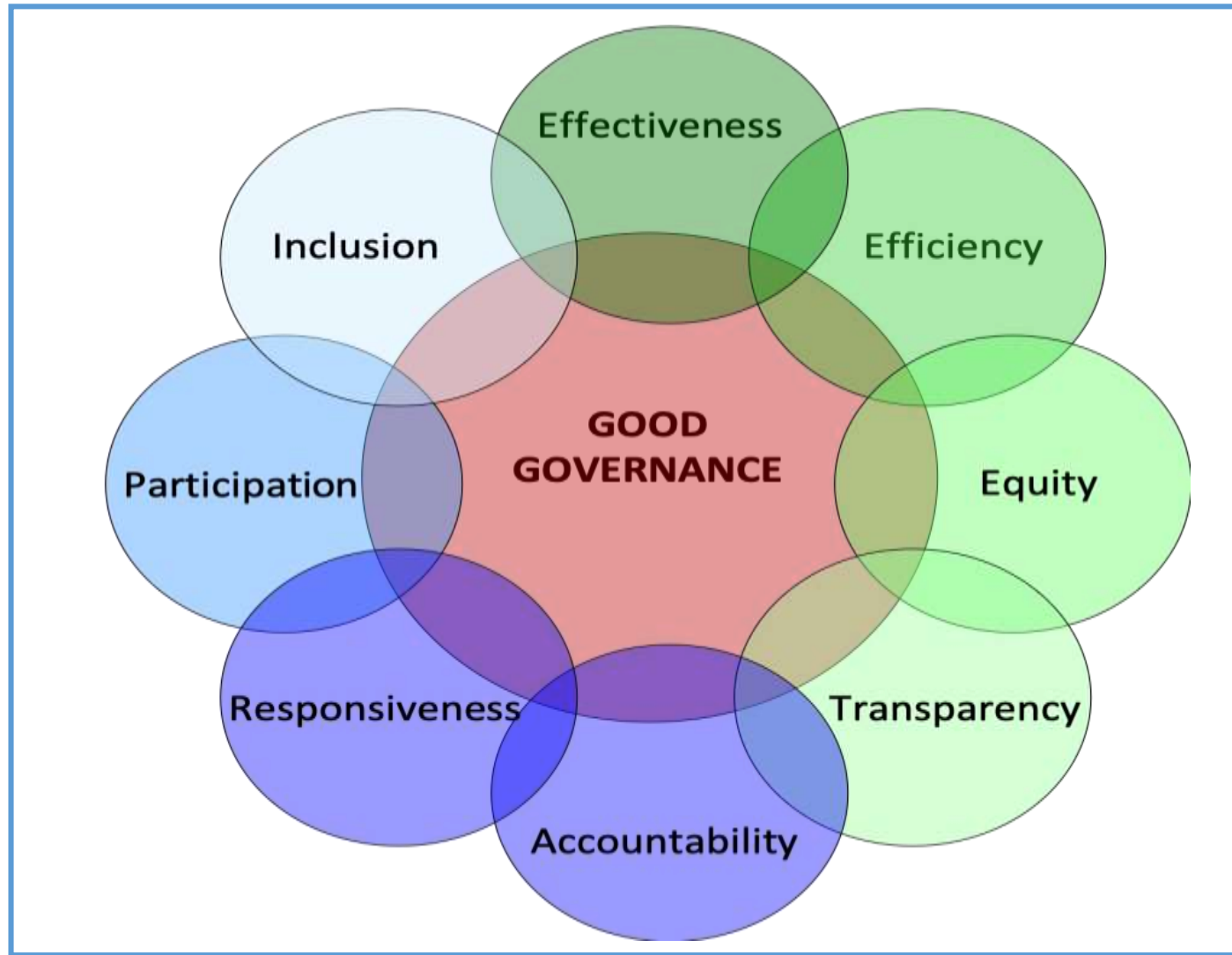
Phase 3: Engagement strategy

- **Multi-way** exchange of information, knowledge and opinions
- Government and non-government are **both active and reactive**
- **All legitimate actors** can set the agenda and the overall policy framework
- **Co-governing** based on shared agenda, but government retains ultimate right to exercise control and supervision – it must balance all interests in society'
- Engagement by default, with legally defined exceptions



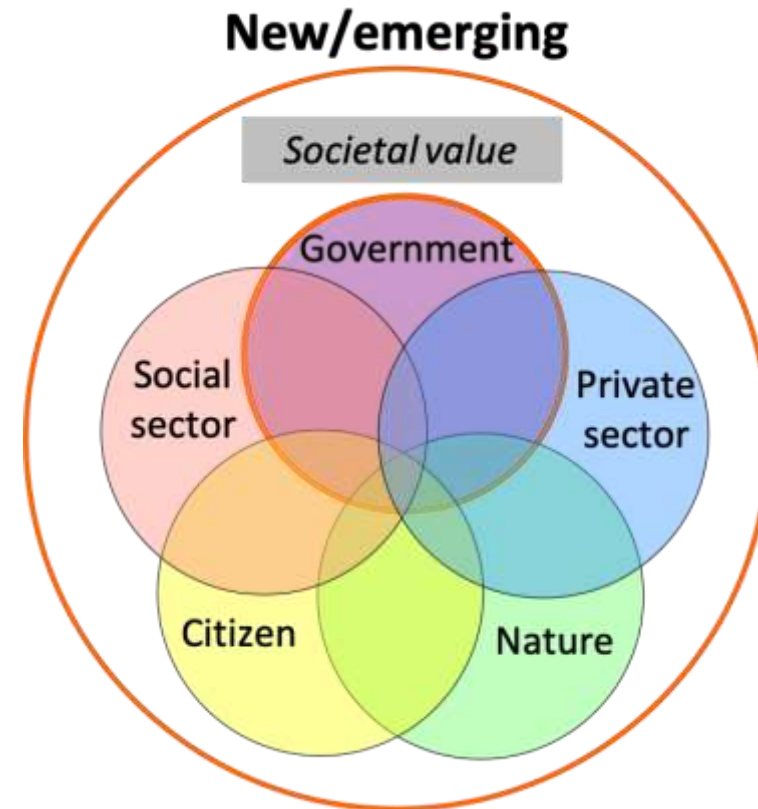
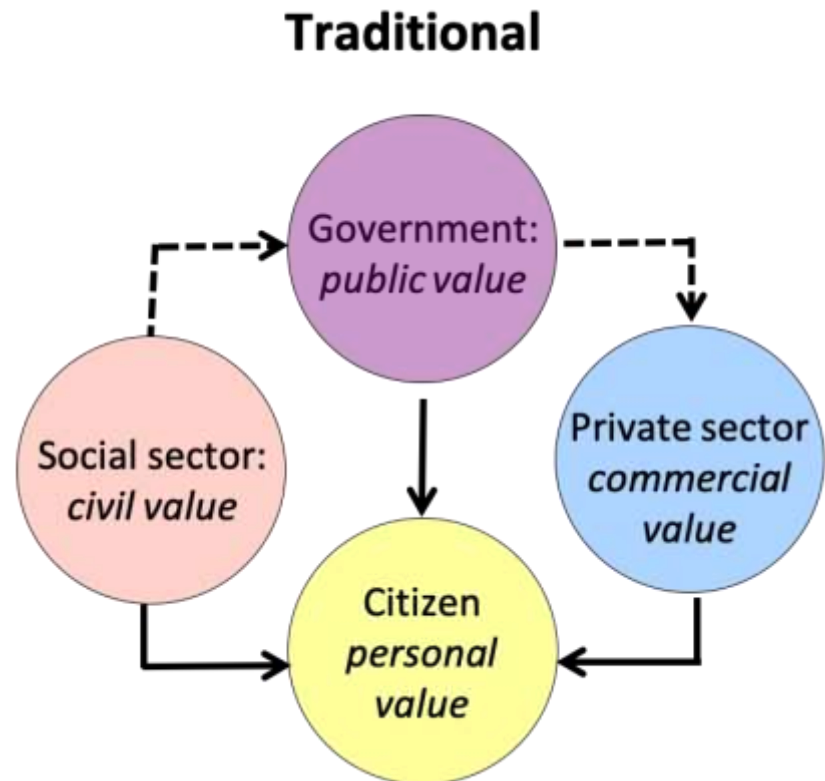
Phase 4: Engagement strategy

Focus on knitting together all aspects of good governance



Open Government Strategy

Changing models of delivering outcomes and value in society:
'ecosystem' approach





Thank You

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